

**RFP-10-52**  
**Question/Inquiry Responses**  
**February 3, 2010**

Q1. Is it preferred by the State that the contract for all (18) regions be awarded to a single respondent?

A1. It has not been in the past.

Q2. Section 2.4 first paragraph refers to setting up the response with the same outline numbers, language, etc. To which outline numbers does this sentence refer?

A2. It refers to "below" 2.5, 2.6, etc.

Q3. Is there an expectation of hours/FTEs needed per region to complete the prescribed work?

A3. No - it is up to the provider to make sure there is enough staff to complete the job, which includes liaison work with the Regional Services Councils and the contracted providers.

Q4. How are the services in this RFP being provided now?

A4. By four (4) different providers.

Q5. Are there elements lacking in current system that State would like to see respondent address?

A5. Respond according to the RFP.

Q6. Are there elements that are desired to remain in place in the current system that the respondents should address?

A6. Respond according to the RFP

Q7. Is there a schedule available to show the number of visits to each region necessary per month or per year?

A7. No, it would be dependent on the Region. If you would like to see the past meeting schedule of the Regional Service Councils by region go to [www.in.gov/dcs/2349.htm](http://www.in.gov/dcs/2349.htm)

Q8. As the next biennial plan will not be due until February 2012, how should respondents address costs related to this portion of the scope of work? Should two different cost proposals be created for year one and year two of the contract? Or does the biennial plan process spread relatively evenly across "off years" as well as plan years?

A8. Complete just one cost proposal the cost will be a monthly average over the two years.

Q9. Can you explain the scale for negative points on the cost proposal i.e. If the bidder is 5% over etc. ?

A9. Any bids proposing increased costs to the State will have points deducted at the same rate as bids lowering costs (ex. -5% = -10 points).

Q10. The cost proposal spreadsheet references **Claims** but does not reference the **Biennial plan**. My understanding is Claims are no longer part of this RFP and the Plan is. Will this be corrected?

A10. A revised spreadsheet has been posted. Please see Attachment E for the corrected version.

Q11. Can you please provide a list of the current companies who hold a contract to provide the coordination and management services as outlined in the RFP? Please provide the region of responsibility along with the names of the company.

A11. Dodson/Shively and Associates, Regions 1,2,3,4,5,6,8, 13,16,17,18  
Ball State University, Regions 7, 12, 15  
Roth and Associates Regions 9, 10, 11  
Helpful Transitions Region 14

Q12. Please confirm the baseline is an annual cost per region.

A12. Maximum amount of \$50,000

A13. How did the State determine the baseline of \$50,000? Is this amount based on the current contract amounts per contractor per region?

A13. No

Q14. Are M/WBE points still assigned to proposals that do not meet the 8% guideline using a sliding scale?

A14. Yes.

Q15. If only one proposal is submitted for a Region, and the M/WBE percentage does not meet the 8% target, how will points be assigned for those categories?

A15. The sole vendor will receive the full points given that there are no other vendors to allocate points to.

Q16. Who are the current vendors under this contract?

A16. See Response to Question 11.

Q17. Can DCS provide a list of current providers contracted by each of the 18 regions?

A17. To obtain a copy of the current contract a respondent should go to the following website: <http://www.in.gov/idoa/2448.htm>. The respondent must click on Active Contracts link. This will take the respondent to a portal to use the public search function

to find contracts. Additionally, a copy can be provided by contacting Pam Lollar who handles all public records request for information. Her email is PLollar@idoa.in.gov.

Q18. How much is DCS spending per region on a monthly and annual basis for similar services currently?

A18. The duties have changed and the amount has changed.

Q19. How many providers or contracts are managed by each region?

A19. Depends on the region. There are about 300 over the state. See Response to Question 17.

Q20. Can you define the extent of the program evaluation that DCS requires as stated in *Section 1.4 of the RFP, Summary of the Scope of Work*?

A20. This is the current information. We hope to change in the next contract cycle. See attached: DCS Attachment F

Q21. Can DCS share any examples of the program evaluation reports?

A21. See attachment to A20.

Q22. Can DCS provide a copy of the 2009 Survey Tool developed?

A22. It would be of no use in preparing a response to this RFP.

Q23. Can DCS share an example of the Biennial Strategic Plans for one of the regions? If not, could DCS provide a detailed description of what the scope of the plan included?

A23. See Attachment G for a copy of the outline for the Biennial Regional Services Strategic Plan.

Q24. Why is DCS not taking advantage of the 1-year renewals available under solicitation 8-30?

A24. DCS has decided that the job duties had changed enough that it was better to do a new RFP.

Q25. Can IDOA please provide additional detail on the price scoring described on page 23 of the RFP in section 3.2.3, specifically around the sliding scale for cost over the base?

A25. See response to Question 9.

Q26. May we have a copy of the current contract? If yes, how soon may we obtain it?

A26. Please see response to Question 17.

Q27. How much is the budget for this project?

A27. No more than \$50,000 per region.

Q28. Who currently holds the contract(s) for these services?

A28. See response to Question 11.

Q29. Will more than one service provider be selected for this RFP?

A29. Probably.

Q30. If yes, will the contract be divided into regions?

A30. Yes, please refer to RFP document.

Q31. How many Regional Service Council meetings are held per year?

A31. See response to Question 7.

Q32. Will/should all meetings occur in Indianapolis or in various parts of the state/regionally?

A32. The Regional Service Council meeting will be in various parts of the state based on the regions. Meeting with Central Office most generally happen in Indianapolis.

Q33. Is there a list of the current service providers for each county and/or region? If yes, how may we obtain a copy?

A33. See response to Question 17.

Q34. How long is the contract period?

A34. See section 1.14 of the RFP- 7/1/10 to 6/30/12 with the option to extend for a total of 4 yrs.

Q35. Is there a required number of staff the contractor must have for this project?

A35. No, must do the job requested.

Q36. For the service satisfaction survey: Should the survey be a web-based format or a paper/mailed form?

A36. Right now it is a paper survey.

Q37. What type of evaluation process is preferred...a goal-based, process-based or outcome-based? Or should all three be used?

A37. We now have goal and outcome based evaluations. We recognize that there is work to be done to make our outcome goals more evidence based.

Q38. Are past evaluations available for review? If yes, please forward.

A38. This information is not available for review.

Q39. Please name some of the "provider training" topics the liaison is responsible for conducting.

A39. Training on the RFP process.

Q40. How many training sessions are expected per year?

A40. The training sessions that are expected per year are based on need.

Q41. Are there current training materials for the workgroups or must these materials be developed? If yes, may we have a copy of the training materials?

A41. No

Q42. Are outside presenters/speakers permitted for the trainings?

A42. Dependent on need.

Q43. What is the deadline for the next Biennial Regional Service Strategic Plan submission?

A43. February 2, 2012

Q44. What are the reporting requirements to the state? Weekly, bi-weekly, monthly? Via conference call or other means?

A44. As required by the state.

Q45. Are formal presentations/written reports required?

A45. Yes.

Q46. Can you explain the scale for negative points on the cost proposal i.e. If the bidder is 5% over etc. ?

A46. See response to Question #9.

Q47. Does the IDCS intend that the annual rate for Regional Child Welfare Service Coordination in each region of the state is “capped” at \$50,000, i.e. not to exceed \$50,000?

A47. The Maximum is \$50,000. (Note: If respondents propose a price higher than the baseline, negative points will be given towards cost).

Q48. Does the IDCS actually intend to contract at a \$45,000 or less annual rate for each region of the state?

A48. IDCS intends to contract with the best provider.

Q49. How many “Price” points would a proposal for \$47,000 receive? How much less than 20 points, since it’s \$2,000 over \$45,000?

A49. Please see response to Question 50 for an explanation on how cost points are figured.

Q50. What is the sliding scale for the assignment “Price” points? Or how is the sliding scale determined: please give an example?

A50. For every percent decrease in cost, the Respondent will receive positive points (ex. 2% = +4 points). For every percent increase in cost from the baseline, the Respondent will receive negative points (ex. -2% = -4 points). This is based on a 20 points sliding scale.

Q51. Is the annual rate per region being paid to Regional Child Welfare Service Coordinators currently (i.e. 7/1/09-6/30/10) taken into account in any way in the determination of assignment of “Price” points? If so, please explain how this factors into the assignment of points, with an example.

A51. No

Q52. Of the total evaluation points available, how many points does the Region assign? Who makes the decision regarding these points: the Regional Service Council, the Regional Manager, or the Local Office Directors?

A52. Thirty-five (35) points are assigned by DCS the rest are assigned by IDOA.

Q53. With regard to the coordination of the **provider RFP** responsibilities:

As a current and past contractor of DCS coordinating the **provider RFP process**, I am aware that the workload differs from region to region. In reviewing my data for the RFP prior to the last which was unusual (Waves 1-5), it appears for example, that Marion county providers submitted considerably more than twice the amount of proposals than the other three regions my company had contracted to provide services. I would assume Lake county and other regions with larger populations experienced the same.

With the base rate being the same for all regions, it appears to be a disincentive to apply for the higher populated regions. Can any consideration of higher cost be given to larger regions?

A53. We don't expect to at this point.

Q54. Item 44 in sample contract (Travel:) The statement says that travel expenses will not be reimbursed unless specifically permitted under the scope of services, and then goes on to say travel expenses will be reimbursed at current State rate. It also indicates that any out-of-state travel requests must be reviewed by the State. This is confusing and contract language needs to be clear for audit purposes. In past RFPs and contracts for this work, travel has been allowed. Further, travel would be an important part of the proposed work and should be allowed to be built into the billing rate; and contract language needs to be clear in case of audit. Also, staff development is important for employee professional growth and some travel to conferences, even it's a minimal amount, might also be built into the unit rate. It may also be the case that main offices of some contracted services providers are located out of state and face-to-face meetings with these providers might be desirable or requested by either the provider, County or Coordinator. Please clarify whether in-state travel may be built into the proposed billing rates. Please clarify whether out-of-state travel (for necessary liaison with any out-of-state contracted Child Welfare services or for staff development) may be built into the all inclusive billing rate.

- A. Is in-state travel allowed, but just to be built into the unit rate (i.e., not billed separately)? **Bill into rate.**
- B. Is out-of-state travel allowable in the amount requested from the State? May some funds for out-of-state travel be included in the billable rate? If so, and out-of-state travel requests are to be submitted to the State for approval, what is the process, to whom are requests made, and will a written response from the State authorizing (or not authorizing) such travel be provided?

A54. A - Build into rate

B. No, Out of State Travel is requires prior state approval. Yes, a response will be given.

Q55. Section 2.4 of the RFP (page 18), Technical Proposal: The section states that the “Technical Proposal must be divided into the sections as described below” and that “Every point made in the section must be addressed in the order given.” It is unclear what the sections and order are.

- A. Section 2.4 says that “proposals must identify objectives consistent with those identified in the Service Standard”. There are no specifically identified objectives in the Service Standard. What are the objectives?
- B. Should section 2.4 cover the following: service description, target population, goal/objectives, areas of responsibility, qualifications, organizational and procedure structure,? Is this the correct content and order and, if not, what is?

A55. See response to Question 2.

Q56. Clarification on section 2.5 (Cost Proposal), page 18

- A. Since these are reimbursement contracts with specific allocations for each year, is it permissible for the monthly rate to be higher during the second year to adjust for increases in costs?
- B. Is it permissible to submit two Attachment E (Excel forms), one for each year, since the cost per task may be different in the two years?

A56. See response to Question 8.

Q57. Clarification on Evaluation Criteria, section 3.2.3 (Price), page 23

- A. If a current award amount for Region ‘A’ is \$60,000 (representing the current cost), and four proposals are submitted, how many “Price” points (out of 20 possible) would be assigned to each of the following:
  - B. Bidder W – submits a proposal for \$50,000,
  - C. Bidder X – submits a proposal for \$54,000,
  - D. Bidder Y – submits a proposal for \$45,000, and
  - E. Bidder Z – submits a proposal for \$62,000.
- F. What if **only** bidder W submitted, since \$50,000 represents the baseline identified in the RFP, and represents an approximate 16.7% reduction in the current costs; how many points would be assigned?
- G. What if **only** bidder X submitted, since this \$54,000 cost (while above the \$50,000 baseline still represents a 10% reduction in current costs); how many points would be assigned?
- H. What if **only** bidder Y submitted (for \$45,000), how many points would be assigned?
- I. What if **only** bidder Z submitted (for \$62,000), how many points would be assigned?
- J. This item states that, “If multiple Respondents decrease costs below 10% of the current baseline, an additional 5 points will be added to the Respondent proposing the lowest cost to the State.” Do these 5 additional points make it possible for the “Price” section to accumulate 25 total points? **Yes.**
- K. Based on the verbiage given above, does current baseline represent \$50,000, or does it represent the current award amount for a particular region? **The current baseline for each region is \$50,000.**

A57. A-I. Please see response to Question 50 for an explanation on how cost points are figured.